



It's **your** bank, it's **your** career

Member
Service

Continuous
Improvement

Teamwork

Performance

Integrity

IT Support Officer

- **Small team with broad role scope**
- **Values-driven Financial Services organisation**
- **Sydney CBD location**

Your Organisation

Established in 1959, G&C Mutual Bank has since grown to be one of Australia's strongest member-owned financial institutions. We are a member focussed, values-driven organisation where member interests are not in conflict with shareholder interests. We make responsible, ethical decisions that benefit our members and the community, and reinvest our profits to provide better products and services. Experience the G&C Mutual Bank difference – It's your bank, because you own it.

Your Opportunity

Working organisation-wide, and with a service-oriented approach, the IT Support Officer provides effective support for the daily operations of the core banking system and other IT-related products and services which support business functions. Key responsibilities include:

- Assisting in effectively resolving faults and issues via the Helpdesk System, including first line support for the core banking system, to investigate, escalate and resolve problems as required.
- Supporting system and software upgrades, telecommunications, WAN / Lan and user access.
- Administering desktop and portable workstations and devices, including testing of new and changed configurations.
- Managing network devices, print and file services.
- Maintaining CMDB and completing scheduled core banking tasks.
- Performing system audits for user access and testing system performance.

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Your Profile

You will be service focussed, applying an innovative but risk averse approach to resolving network issues, demonstrating sound decision-making skills within the scope of the role. With a proactive approach, you will have the capability to work collaboratively and professionally with internal and external stakeholders to implement IT solutions which enhance the user experience. Working in a small team, the flexibility and efficiency to manage a varied workload will be critical to your success.

Technically, you will demonstrate solid experience in the following areas:

- MS Exchange, Active Directory, Windows Server 2008 and Windows 7
- Networking including switches, routers, WAN / LAN technologies
- Anti-virus, email security, VoIP and MDM technologies
- Helpdesk ticketing systems
- Ultradata experience preferred

The position also requires the flexibility to work outside normal business hours. You must have an unrestricted drivers' licence and reliable access to a car to facilitate occasional travel to regional and interstate locations when required.

Your Benefits

We value our employees by providing a range of benefits which you can read about on our [website](#).

We've built a team that values service, teamwork and integrity, to go above and beyond for our members. We have a focus on performance and continuous improvement and work collaboratively to get it right. As a member of the Diversity Council of Australia, we recognise the benefits that diversity brings to our organisation. We strive toward a collaborative culture which capitalises on the diverse skills, backgrounds and experiences of our employees.

To express your interest in this position, please click on the appropriate link below.

Find out more about us at www.gcmutual.bank, and view our [Privacy Policy](#) here.

Only shortlisted candidates who meet the above criteria will be contacted.

We're ready to help you

1300 364 400 | www.gcmutual.bank

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